



Provider Communication

Subject: Auto Crossover Claims Functionality	Priority: High
Date: January 7, 2005	Message ID: ACSBNR01072005_1

Dear Provider:

Adjudication of auto-crossover claims has been functional for many months. But for provider's whose claims may not have automatically crossed over from Medicare, DCH encourages you to submit crossover claims electronically to improve the speed and accuracy of adjudication and reduce costs associated with producing and processing paper claims.

A number of providers continue to have problems receiving auto-crossover claims for a number of providers. The primary reason for these secondary claims failing to properly crossover to the MMIS is invalid or missing Medicare Rendering Provider IDs on file. ACS has identified a group of providers who have no Medicare Provider ID on file and will be contacting those providers by letter within the next two weeks. This letter will include a form that can be used to update the Medicare Provider ID. The form may also be downloaded at the following link:

[Medicare Provider Number Update Form](#)

Please type or print your information on the form clearly. Once completed, the form should be submitted to:

Georgia Medicaid/PeachCare for Kids
PO Box 6000
McRae, GA 31055

There are a number of other reasons that these secondary claims fail to crossover properly, including the following:

- Multiple Medicaid Provider IDs match a single Medicare Provider ID

In this case, the adjudication system is unable to assign a single Medicaid Provider ID, and the claim fails to crossover to the MMIS and remains in a recycling data file.

Corrective Action: To avoid this problem, the provider must determine under which Medicaid ID/location they wish their auto-crossover claims to process. That location then becomes their primary location for crossover claims. If the same Medicare ID is on more than one Medicaid ID, the effective dates may not be overlapping. ACS is also contacting providers that are affected by this issue in order to correct these problems.

- Medicaid not identified as secondary payer

Corrective Action: Medicaid is generally the payer of last resort, and should be listed as a secondary or tertiary payer on any claim involving another payer.

Thank you for your continued participation in the Georgia Medicaid and PeachCare for Kids Programs.